# SECURITIES AND EXCHANGE COMMISSION Washington, DC 20549



FORM 6 - K



Report of Foreign Issuer

Pursuant to Rule 13a-16 or 15d-16 of the Securities Exchange Act of 1934

5/16/02

For 16 May 2002

The Governor and Company of the
Bank of Ireland
Head Office
Lower Baggot Street
Dublin 2
Ireland

PROCESSED
JUN 0 6 2002
P THOMSON
FINANCIAL

Indicate by check mark whether the registrant files or will file annual reports under cover of Form 20-F or Form 40-F.

Form 20-F X Form 40-F \_\_\_\_\_\_

Indicate by check mark whether the registrant by furnishing the information contained in this Form is also thereby furnishing the information to the Commission pursuant to Rule 12g3-2(b) under the Securities Exchange Act of 1934.

Yes No X

If "Yes" is marked, indicate below the file number assigned to the registrant in connection with Rule 12g3-2(b):

Page 1 of 42

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#### BANK OF IRELAND GROUP

#### PRELIMINARY ANNOUNCEMENT

#### FOR THE YEAR TO 31 MARCH 2002

# "We have delivered profit growth and enhanced stockholder value during a period of economic uncertainty and market volatility"

Mike Soden, Group Chief Executive

### Financial Highlights

Profit before tax and exceptional item up 3% to €1,122 million (US\$979 million\*)

Alternative earnings per share up 11%•

Return on equity: 23.5%

Dividend up 14% - covered 2.8 times

Shareholder value added: €551 million (US\$481 million\*) – up 8%

### Low Risk Profile

Loan loss charge: 18.5 basis points

Coverage ratio: 151%

### Strong Capital Position

| Tier 1        | 7.6%  |
|---------------|-------|
| Total         | 11.5% |
| Equity/assets | 4.4%  |

• excludes goodwill amortisation and exceptional item

### 16 May 2002

#### For further information:

| John O'Donovan | Group Chief Financial Officer          | 3531 632 2054 |
|----------------|--|---------------|
| Mary King      | Head of Group Investor Relations       | 3531 604 3501 |
| David Holden   | Head of Group Corporate Communications | 3531 604 3833 |

<sup>\*</sup> US Dollar equivalents of Irish GAAP figures are provided for readers convenience at March 31, 2002 exchange rate of £1 = US\$0.8724.

# BANK OF IRELAND GROUP PRELIMINARY ANNOUNCEMENT

# Highlights

|  | 31 March<br>2002<br>US\$m* | 31 March<br>2002        | 31 March<br>2001<br>(restated) | +/-%                    |
|--|----------------------------|-------------------------|--------------------------------|-------------------------|
|  |                            | €m                      | €m                             |                         |
| Profit on ordinary activities before exceptional items                   | 979                        | 1,122                   | 1,085                          | +3.4                    |
| Profit before tax  | 947                        | 1,085                   | 992                            | +9.4                    |
| Profit after tax   | 803                        | 920                     | 802                            | +14.7                   |
| Profit attributable to ordinary stockholders                             | 781                        | 895                     | 731                            | +22.4                   |
| Per Unit of €0.64 Ordinary Stock   |                            |                         |                                |                         |
| EPS Alternative EPS Dividend   | 77.6c<br>81.5c<br>28.8c    | 89.0c<br>93.4c<br>33.0c | 73.4c<br>84.5c<br>29.0c        | +21.3<br>+10.5<br>+13.8 |
| Ratios (%) (before exceptional items)                                    |                            |                         |                                |                         |
| Return on Equity Return on Assets  | ,                          | 23.5<br>1.1             | 24.5<br>1.1                    |                         |
| Balance Sheet  |                            |                         | •                              |                         |
| Total Stockholders' Funds including non equity interests<br>Total Assets | 3,663<br>76,182            | 4,200<br>87,325         | 3,830 -<br>78,875              | +9.7<br>+10.7           |
| Capital Ratios (%)   |                            |                         |                                |                         |
| Tier 1<br>Total  |                            | 7.6<br>11.5             | 7.8<br>12.4                    |                         |

<sup>\*</sup> US Dollar equivalents of Irish GAAP figures are provided for readers convenience at March 31, 2002 exchange rate of  $\epsilon 1$  = US\$0.8724.

# BANK OF IRELAND GROUP PRELIMINARY ANNOUNCEMENT FOR THE YEAR TO 31 MARCH 2002

Alternative carnings per share up 11%

A return on equity in excess of 20% for the ninth successive year.

Bank of Ireland Group reports profit on ordinary activities before exceptional item and tax of €1,122 million (US\$979 million\*) for the year ended 31 March 2002, an increase of 3.4% on the prior year. Alternative earnings per share were ahead by 11% at 93.4 cent (81.5 cents\*). For the ninth successive year, the Group achieved a return on equity in excess of 20%. Shareholder value added in the year under review was €551 million (US\$481 million\*), an increase of 8%.

Profits, before exceptional item and tax, in the second six months of 2001/02 increased by 4% and alternative earnings per share by 7% compared to the first half, and by 11% and 18% respectively compared to the comparable six months in 2000/01.

The Group has traded very successfully across the wide range of financial services activities in which it engages. The Group has traded very successfully across the wide range of financial services activities in which it engages. The geographic distribution of the Group's businesses helped to minimise the impact of market volatility in the Group and the composition of the Group's loan portfolio and the robustness of its risk management policies have combined to reduce the impact on the Group of the economic slowdown. Good growth in domestic business volumes, especially resources and in international lending, have more than compensated for tightening margins.

The second half recovery in stock markets has had a beneficial impact. At the half year, in the immediate aftermath of the September 11 terrorist attacks in the US, the Group's results reflected sharp falls in equity prices and their impact on embedded values in the life and pensions business and the value of assets under management. The second half recovery in world stock markets has had a material beneficial impact, although full year profits in both businesses are below those achieved last year.

The Group has a clear strategy for growth.

Looking to the future, the Group has a clear strategy for growth, the principal components of which are undisputed leadership in its home market, optimisation of its strong capital position through a portfolio approach to capital management and maximisation of income streams from its fee-generating and international businesses. This strategy is underscored by a management team and a re-structured organisation which are focused on the achievement of stretching business growth and efficiency targets.

Continued market share growth in Rol

In the Republic of Ireland, the Group has continued to grow market share in key retail sectors, such as resources and mortgages, despite aggressive competition from existing and new market participants. The Group has achieved market leadership positions across a wide range of both retail and wholesale financial services products. Significant progress has been made in the re-configuration of the branch network - a process that is now well advanced - and in the development of a channel strategy which generates a better return from the Group's investments. The Retail Transformation Programme necessitated some procedural changes in the delivery of services, and, as a result, customer satisfaction levels dipped for a time. However, as familiarity with the alternative channels increased – and their superior convenience became apparent to those who had not previously used them – satisfaction levels have been recovering.

Electronic delivery mechanisms effectively deployed across the Group. Electronic delivery mechanisms have been deployed very effectively across the Group, with excellent electronic offerings to retail and corporate customers. In some sectors of the business, Bank of Ireland has achieved clear market advantage from the quality of its electronic banking services and the application of customer relationship management principles facilitated by technology.

Smooth changeover to the euro. The final stages of transition to the euro were completed during the year and Bank of Ireland achieved a smooth change-over with no disruptions to service. Total euro-related costs were €79 million (US\$69 million\*) of which €43 million (US\$38 million\*) was incurred in the year to 31 March 2002.

Consumer confidence in Ireland remains strong with good

Irish economy remains among the strongest in the developed world. growth in consumer spending and buoyant activity in the housing market. While the Irish economy is no longer growing at the exceptional levels of recent years, it remains among the strongest in the developed world, achieving a rate of growth in excess of the averages for the EU and the OECD. The global recovery, which is currently in evidence, augurs well for Ireland. Should it be maintained, it is expected that growth in Ireland will resume at a sustainable rate of 5% to 6% per annum into the medium term.

Distinct UK business groupings with clear growth targets.

UK Financial Services (UKFS) is a new enlarged grouping of sterling denominated businesses incorporating Bristol & West, the branch networks in Northern Ireland and Britain as well as the newer acquisitions, Chase de Vere and MX Financial Solutions. UKFS has been restructured into distinct business groupings, each of which has clear business growth targets. The profile of the Group's presence in the United Kingdom is now much better suited to the current market reality of intense competition for commodity products.

Bristol & West has made excellent progress in diversifying its earnings. In the year under review, Bristol & West recorded a number of notable achievements in its quest to reconfigure its core business and organise for growth. It had set a four year target to diversify 50% of its earnings from mainstream lending and savings products into specialised lending and advice based products and has made excellent progress towards its achievement.

Significant profit growth in Wholesale Financial Services. The Group's Wholesale Businesses, and in particular Treasury and International Banking, achieved significant profit growth. All of the Group's treasury dealing activities are controlled in Dublin and have been the subject of a thorough independent review to ensure the existence and operation of appropriate control systems. The review concluded that the Group's treasury dealing activities have a robust risk management culture and regime.

The life assurance and pensions business, Bank of Ireland Life, reported a very strong business performance, with regular premium savings inflows more than doubling due to the Government supported Special Savings Incentive Accounts (SSIA) scheme.

Strong asset gathering and superior investment performance. Asset Management and Securities Services businesses fought back very successfully from the market lows of Autumn 2001 with impressive successes in asset gathering and superior relative investment performance.

Gap between income and cost growth significantly reduced.

Cost management remains a high priority as the Group seeks to achieve a balance between volume and cost growth. The adverse gap between income growth and cost growth, which was evidenced at the half year, has been significantly reduced and is expected to be reversed in the coming year. Income growth was 11% with costs increasing year on year by 14% and the cost income ratio widening from 54% to 56%. The cost increase of 14% comprised higher staff costs of 17%, administrative expenses up 7% and depreciation 14% higher. The higher staff costs of 17% was due to higher rates of pay and benefits and increased employer taxes together with higher performance related pay, Euro implementation costs and the development of advice based businesses in the UK, partly offset by benefits arising from the Group Transformation Programme.

All businesses committed to top quartile cost efficiency. The achievement of optimum efficiency in every business in the Group is a priority. The characteristics of each will dictate what is optimum for that business and the imperative to manage costs will be balanced by the need to invest for future growth. A number of the Group's businesses have competitive cost income ratios and programmes are in place to achieve top quartile cost efficiency for all businesses.

Loan losses have not exceeded 20 basis points of average loans for the eighth consecutive year. The loan loss charge is 18.5bps and arrears balances as a percentage of the total loan book for the year under review are slightly up on last year, with a stable credit grade profile across the Group. This continues the very positive trend of the past eight years during which Bank of Ireland Group has achieved average year on year growth of 19% in its risk assets while maintaining asset quality standards that are in the top quartile of its peer banks. The loan loss provision as a percentage of average loans has not exceeded 20 basis points during this time.

Strong capital position.

The Group has strong capital ratios with a current Tier 1 ratio of 7.6%. The surplus capital will be used to further the Group's strategic objectives.

## Management and Organisation

A revised management and organisational structure was announced early in 2002 comprising five operating and three support units. The most significant changes were the organisation of the sterling area businesses into a single unit, as described earlier and the creation of the Office of the Chief Executive, incorporating a range of strategic and support functions. Further progress has been achieved towards a shared services model and processing and administrative functions are increasingly being removed from front-line businesses.

### Outlook

The Group's prospects for the current year and beyond are good and will be underpinned by:

- improved prospects for the Irish economy
- good business momentum in the current year across many key Group activities
- improved balance between income and cost growth
- continuing good asset quality

The Group is confident that these and other factors will result in a continuation of the satisfactory profit performance reported in recent years.

The Group's prospects for the current year and beyond are good.

| Business Performance  | 2001/02<br>US\$m*                               | 2001/02<br>€m                                   | 2000/01<br>Restated<br>€m                       |
|---|---|---|---|
| Retail Republic of Ireland Bank of Ireland Life UK Financial Services* Wholesale Financial Services Asset and Wealth Management Group & Central Grossing up | 280<br>106<br>278<br>310<br>110<br>(56)<br>(49) | 321<br>122<br>318<br>355<br>126<br>(64)<br>(56) | 290<br>131<br>324<br>283<br>133<br>(30)<br>(46) |
| Profit before taxation and exceptional item   | s <u>979</u>                                    | <u>1,122</u>                                    | 1,085   |

<sup>\*</sup> Profit after goodwill amortisation is  $\epsilon$ 318 million (US\$278 million\*)(2000 / 01  $\epsilon$ 324 million)(US\$283m\*) whilst profit pre goodwill amortisation is  $\epsilon$ 333 million (US\$291 million\*) (2000 / 01  $\epsilon$ 331 million) (US\$289m\*).

# Retail Republic of Ireland

Profits of €321 million - up 11% Retail Republic of Ireland, which combines Retail Financial Services through the branch network, electronic and telephone channels and Retail Businesses, had a very successful year with profits of €321 million (US\$280 million\*), an 11% increase on the prior year. This was a very creditable performance against the backdrop of the foot & mouth crisis, the general economic slowdown and the impact of September 11 on business confidence. Total income was ahead by 12% reflecting good increases in both interest and non-interest income.

Increased market share of resources. Resources were particularly strong and Bank of Ireland increased its market share in this segment. Volumes were up by 16% with excellent growth in credit balances. The Group was particularly successful in attracting customers to its SSIA products. By the end of the qualifying period, 273,000 SSIAs were opened representing a market share of around 23%.

23% increase in mortgage balances against market growth of 18% The Mortgage Business reported an excellent performance. There was a 23% increase in mortgage balances against market growth of 18% and the Group's market share of new mortgage business was 26%, maintaining Bank of Ireland as the leading provider of new mortgages in the Irish market.

The Life Loan product, which enables older customers to

borrow up to 30% of the assessed value from their principal residence without repayment during their lifetime, was particularly successful. New mortgage products for investors were also well received by the market.

Non-mortgage lending slowed as a result of the general slowdown in the economy, with volumes increasing by 8%. The full unsecured lending portfolio is now managed centrally and the **Consumer Lending Business** is increasingly adopting a proactive stance with customers by offering pre-approved loans, overdrafts and credit card limits linked to customers' requirements and repayment capacity.

Usage, satisfaction levels and sales through direct channels increased strongly. Usage, satisfaction levels and sales through direct channels increased strongly. The telephone channel, **Banking 365 Telephone**, has 320,000 active users and handled 8 million calls during the year, an increase of 60%. More significantly, 130,000 product sales were completed via the telephone, which recorded customer satisfaction levels of 86%. It received a *Best Customer Service Delivery* award in the Irish Call Centre Awards and was accredited as a *Centre of Best Practice* by the British Standards Institution. More than 200,000 customers have registered for **Banking 365 Online**, which handled 4 million transactions during the year – up 75% on the previous year. Currently, 40% of direct payments are made online, double the proportion in the previous year.

15% increase in ATM network.

The ATM network was enlarged by 15% with the addition of 57 new machines. Significant further growth is planned. Bank of Ireland ATMs recorded 59 million transactions, 15% ahead of the previous year.

Retail Transformation Programme delivered better operating efficiency. The Retail Transformation Programme was vigorously pursued during the year achieving better operating efficiency. The rationalisation of the branch network, largely through the amalgamation of contiguous urban branches, is well advanced. Twenty-eight branches have closed. The migration of customers away from inefficient and costly paper-based transactions is well illustrated by the Direct Channel statistics quoted earlier and is beginning to ease pressures on the branch network, creating capacity for customer service improvements.

Underlying cost growth, excluding euro implementation

Underlying cost growth of 7%

costs, was 7%. Against a background of a general 7.5% wage increase under the terms of the national wage agreement, higher pension charges, increased employers taxes and higher business volumes, this is viewed as a good outcome and owes much to the impact of the Retail Transformation Programme.

Net interest income up 12% in Retail RoI. Net interest margin in Retail Republic of Ireland was 14 bps lower, mainly as a result of narrower deposit margins in the low interest rate environment. The average margin on the mortgage book was stable. Overall, net interest income was up 12% as a result of good volume growth.

Non-interest income up 11%

Despite reduced tourist numbers and the consequent impact on foreign exchange income, there was an 11% increase in non-interest income with credit cards, general insurance, commercial finance and branch banking fee income all contributing.

The loan loss charge, at 30 bps of average advances, while 5 bps higher than last year, is satisfactory and reflects prudent credit criteria across all lending products.

# Bank of Ireland Life

Profits from new and existing business up 14% Bank of Ireland Life, incorporating the Group's life and pension business, recorded another excellent year with profits from new and existing business increasing by 14% to €117 million (US\$102 million\*).

Sales increased by 34% (APE).

Bank of Ireland has a 19% share of the life and pensions market in RoI. Sales, expressed in annual premium equivalent terms, rose by 34% in the year to March 2002 and the Group now has a 19% share of the life and pensions market in Ireland. Regular premium savings were ahead by 140%, supported by the Government special savings initiative. It was also a very good year for pension sales, a performance underpinned by the Group's strong relative investment performance and an outstanding service proposition.

New Ireland receives Brokers' Service Excellence Award for the fourth consecutive year. New Ireland Assurance was recently awarded the Irish Broker Association's Service Excellence Award for the fourth consecutive year.

The result includes non-operating gains of €25 million

(US\$22 million\*), compared to €48 million (US\$42 million\*) last year, and incorporates the final benefit from the reduction in corporation tax to 12.5% in Ireland.

Investment markets have recovered significantly since September 2001, at which stage the Company recorded a negative investment variance of some €26 million (US\$23 million\*). This recovery has seen the impact reduce to a negative investment variance of €8 million (US\$7 million\*) at March 2002. The figures for 2000/01 have been restated to reflect the separate disclosure of the impact of the change in investment markets on the business in that year.

The table below provides an analysis of profits before tax.

|                               | 2001/02     | 2001/02     | 2000/01<br>Restated |
|-------------------------------|-------------|-------------|---------------------|
|                               | US\$m*      | €m          | €m                  |
| New Business                  | 50          | 57          | 49                  |
| Existing business             | 52          | 60          | 54                  |
| Return on shareholders' funds | 9           | <u>10</u>   | <u>13</u>           |
| Operating profit before tax   | 111         | 127         | 116                 |
| Investment variance           | (7)         | (8)         | 9                   |
| Change in tax rate            | 17          | 20          | 33                  |
| Exceptional items             | <u>11</u>   | <u>13</u>   | <u>6</u>            |
| Sub total                     | 132         | 152         | 164                 |
| Less: income adjustment for   |             |             |                     |
| certain services provided     |             |             |                     |
| by Group companies            | <u>(26)</u> | <u>(30)</u> | <u>(33)</u>         |
| Profit before tax             | <u>106</u>  | <u>122</u>  | <u>131</u>          |

# **UK Financial Services**

Sterling profits of £210 million, up 3.4%

UK Financial Services (UKFS) brings together all of the significant Group's activities in the sterling area, thus bringing greater focus to our sterling activities and creating increased transparency for the markets. Combined, these businesses generated profit before tax and goodwill amortisation of Sterling £210 million (€333 million) (US\$291 million\*), up 3.4% on the prior year.

Business units delineated by customer segments and needs. The new UKFS structure facilitates the creation of business units delineated by customer segments and needs rather than by traditional brand considerations. Each business is pursuing achievable growth strategies which are expected to deliver sustainable profit growth. Together, they represent a business of scale within the UK Financial Services market-place.

Margin on average assets in UK Financial Services showed a small decline as a result of the decline in savings margins. Margins in Bristol & West were also down but the position improved considerably in the second half with improved margins on resources and continued diversification into higher margin lending.

In July 2001 Willis National, an IFA, was acquired and in October 2001 this was merged with MoneyeXtra to create MX Financial Solutions (MXFS). MXFS together with Chase de Vere, which was acquired in September 2000, has significantly contributed to the growth in non-funds based income. The ratio of non-funds based income to total income has increased to 34% as a result of the continued diversification into advice-based activities. Such activities are less demanding on capital but have inherently higher costs.

Proportion of non-funds based income to total increasing.

Bristol & West Mortgages has continued to follow a strategy of reducing reliance on the mass market, where returns are low, in favour of niche mortgage markets where it can add value for customers and the business.

The UK lending book increased by 9% during the year. Non-standard lending now constitutes 16% of the UK residential

Non-standard lending constitutes 16% of UK residential book and 12 % of UK book. book and 12% of the total UK loan book. Asset quality has improved and is satisfactory.

# Wholesale Financial Services

Wholesale Financial Services incorporates Corporate Banking, Treasury and International Banking, Davy Stockbrokers (Davy), Private Banking, First Rate Enterprises (First Rate) and IBI Corporate Finance. Each of the businesses contributed to an excellent outturn − a profit increase of €72 million (US\$63 million\*) to €355 million (US\$310 million\*), up 25% on the prior year. This follows profit growth of 30% in 2000/01 and underscores the growing significance of the wholesale segment of the Group's operations.

Profits up by €72 million or 25% on the prior year.

Income increased by €108 million (US\$94 million\*) driven by trading gains in Treasury, good organic growth in Corporate Banking, growth across all business lines in Davy, a 50% increase in income in First Rate generated mainly in the UK, and increased volumes and fees in Private Banking.

Loan losses were 20 basis points of average loans. This was a good outcome against the backdrop of a somewhat weaker domestic and international economic environment and reflects the overall quality of the wholesale loan portfolio. Costs were 13% higher, reflecting performance bonuses and expenditures related to the expansion of international lending and First Rate.

Corporate
Banking profits
up 22% with
strong
international
growth.

Corporate Banking increased profits by 22%. Resources increased by 16% and there was strong lending growth in the international side of the business, up 26% year on year. Net interest margin improved slightly. Non interest income kept pace with the very high levels achieved in the prior year. Specialist teams were established in London and New York with a specific focus on project and acquisition finance transactions.

Treasury and International Banking profits up 28%. **Treasury and International Banking** profits increased by 28%, principally because of trading gains. Some €25 million (US\$22 million\*) of the 2000/01 Treasury profit was categorised as exceptional and, based on the same criteria,

€50 million (US\$44 million\*) of the current year's outcome is similarly categorised having been generated by good positioning in volatile markets ahead of falling interest rates.

The successful integration of Treasury and International Banking under the Group Transformation Programme and the merging of the Group's banking operations in The Isle of Man and Jersey had a dramatic impact on costs, which increased by less than 2%.

Significantly increased profits in Davy and First Rate.

Davy reported an increase in profits, largely generated by its institutional equities and bonds business, which performed strongly throughout the year. First Rate also increased profits very significantly, helped by the expansion of its relationship with the Post Office network in the UK, to which it provides personal foreign exchange services. Private Banking broadened its product range, enabling it to deliver solid growth and extend its reach in the affluent sector in Ireland. IBI Corporate Finance also had a satisfactory year.

# Asset and Wealth Management

Revenues and profits up materially in the second half.

Profits reduced by 5% to €126 million (US\$110 million\*) from €133 million (US\$116 million\*) in the previous year. This was a good performance in the prevailing circumstances and a considerably better outcome than might have been anticipated at the half year. Indeed, revenues and profits increased materially in the second half compared to the first, by 7% and 11% respectively.

Assets under management reach 657 billion. up 15% Bank of Ireland Asset Management (BIAM) increased its assets under management by 15% to €57 billion (US\$50 billion\*); the full impact of the increase did not reach the income line as much of the increase occurred towards the end of the financial year. Investment performance was strong relative to peers and supported the buoyant sales of equity-based investment products in domestic and international markets.

All previous asset-gathering records were broken, with €8 billion (US\$7 billion\*) of new assets added during the year and excellent sales performances in North America, Australia and Japan, in particular. In Ireland BIAM was awarded two mandates by the National Pension Reserve Fund

Record €8 billion assets gathered.

Commission, from the funds set aside by the Irish Government for future State pension provision.

Assets under administration / custody €137 billion.

Bank of Ireland Securities Services (BOISS) maintained the strong growth reported since its formation and increased assets under administration/custody to €137 billion (US\$120 billion\*) from €121 billion (US\$106 billion\*) in the prior year. Income increased by 7% on the previous year. BOISS's focus on acting as administrator to major global investment management firms proved successful during a very difficult year in world markets.

# Group and Central

Group and Central reflects the full year impact of the Preferred Securities raised towards the end of last year and the funding costs arising from the buyback of Preference Shares in September 2001, with a reduction of €20 million (US\$17 million\*) in net interest income. In addition other income increased by €28 million (US\$24 million\*) through a combination of higher property gains and higher income in operating businesses. Costs increased by €43 million (US\$38 million\*) as a result of increased operating expenses and expenditure on a range of Group development projects.

# Grossing - up

The Group undertakes tax based transactions at rates which are less than normal market rates in return for tax relief arising from incentives for industrial development and other reliefs. To assist in making valid comparisons of pre-tax performances, the analysis of business unit performance is grossed up. The amount of this adjustment (grossing –up) has increased by €10 million (US\$9 million\*) to €56 million (US\$49 million\*) compared to the previous year.

# Analysis of Results

The Group Profit & Loss account for the years ended 31 March 2002 and 2001 are set out below:

|   | 31 March<br>2002 | 31 March 2002  | 31 March<br>2001<br>Restated* |
|---|------------------|----------------|-------------------------------|
|   | <u>US\$m*</u>    | <u>€m</u>      | <u>€m</u>                     |
| Net Interest Income<br>Other Income   | 1,391<br>1,056   | 1,595<br>1,210 | 1,423<br>1,114                |
| Total Operating Income  | 2,447            | 2,805          | 2,537                         |
| Income from associated undertakings and joint ventures                                | 1                | 1              | 7                             |
| Operating expenses  | 1,380            | 1,582          | 1,387                         |
| Provision for bad and doubtful debts  | 89<br>           | 102            | 72<br>                        |
| Profit on ordinary activities before exceptional items Group Transformation Programme | 979<br>32        | 1,122<br>37    | 1,085<br>93                   |
| Profit before Taxation  | 947              | 1,085          | 992                           |

<sup>\*</sup> As a result of adopting UITF 33: Obligations in Capital Instruments interest costs of €3 million (US\$3 million\*)which were previously treated as a distribution as an after tax cost have been restated and included in "net interest income".

Net interest income increased by 12% to €1,595 million (US\$1,391 million\*) in the current year.

| Avera    | ge Earning | Assets   |          | Net Interest Ma<br>(including grossi |          |
|----------|------------|----------|----------|--------------------------------------|----------|
| 31 March | 31 March   | 31 March |          | 31 March                             | 31 March |
| 2002     | 2002       | 2001     |          | 2002                                 | 2001     |
| US\$bn   | €bn        | €bn      |          | %                                    | %        |
| 35.2     | 40.4       | 34.3     | Domestic | 2.64                                 | 2.66     |
| 27.5     | 31.5       | 29.0     | Foreign  | 1.79                                 | 1.89     |
| 62.7     | 71.9       | 63.3     |          | 2.27<br>====                         | 2.30     |

The increase in net interest income was principally driven by increases in average lending of 13% and average customer deposits of 16% across the Group, with some minor contraction

Average earning assets up 14%

in the Group net interest margin. Average earning assets increased by 14% over the previous year. Increases in volumes were recorded in all significant businesses.

Group net interest margin down 3 basis points.

The Group net interest margin declined by 3 bps to 2.27% primarily due to a reduction in the foreign margin, largely in UK Financial Services and some small reductions in the domestic margin across a number of businesses.

Other income up

Other income increased by €96m (US\$84m\*) or 9%. This increase was driven by the advice based businesses in the UK and increased fee based income from Retail Republic of Ireland and Wholesale Financial Services. Fee income in Asset & Wealth Management and the embedded value in Bank of Ireland Life were impacted by the decline in equity markets.

Total costs up by 14%

Costs increased year on year by 14% and the cost income ratio widened from 54% to 56%. The cost increase of 14% comprised higher staff costs of 17%, administrative expenses up 7% and depreciation 14% higher. The higher staff costs of 17% was due to higher rates of pay and benefits and increased employer taxes together with higher performance related pay, Euro implementation costs and the development of advice based businesses in the UK, partly offset by benefits arising from the Group Transformation Programme.

Non designated specific provision of €174 million.

Asset quality remains excellent and the Group's loan loss charge was 18.5 basis points of the average loan book, compared to 15 basis points in the previous year. The charge for the year included an addition to the non-designated specific provision (NDSP) of €25 million (US\$22 million\*); the total NDSP provision now stands at €174 million (US\$152 million\*) with total provisions of €500 million (US\$436 million\*). Balances under provision stood at €331 million (US\$289 million\*) at the year-end, compared to €315 million (US\$275 million\*) for the corresponding period, representing a coverage ratio of 151%.

Costs of €37 million (US\$32 million\*) associated with the Group Transformation Programme were treated as an exceptional item and relate to associated project implementation costs incurred during the year and the costs of staff severance.

The effective tax rate has been reduced to 15%, mainly due to reductions in Irish Corporation Tax rates. The effect of adopting

FRS 19: Deferred Tax in the current year is to increase the tax on profit on ordinary activities by €3 million (US\$3 million\*) resulting in a decrease in profit after tax of the same amount. Tax on profit on ordinary activities for the previous year has been restated and reduced by €6 million (US\$5 million\*), resulting in an increase in profit after tax of the same amount.

Group balance sheet up 11% to 687 billion.

The Group Balance Sheet increased from €79 billion (US\$69 billion\*) to €87 billion (US\$76 billion\*), up 11%. Total stockholders funds at year-end were €4.2 billion (US\$3.7 billion\*) and total capital €6.9 billion (US\$6.0 billion\*). The Group capital ratios remain strong with a Tier 1 ratio of 7.6%, total capital ratio 11.5% and an equity to asset ratio of 4.4%. During the year the Group successfully completed a buy back of 68% of its outstanding preference stock at a cost of €261 million (US\$228 million\*).

ROE of 24%

Return on equity was 23.5% for the year, a continuation of returns averaging 24%, which have been achieved since 1993.

### Dividend

Dividend increased by 14%

The Directors have recommended a final dividend of 21.4 cent (18.7 cents\*). The recommended Final Dividend together with the Interim Dividend of 11.6 cent (10.1 cents\*) paid in January 2002, results in a total of 33 cent (28.8 cents\*) for the year ended 31 March 2002, an increase of 14% on the previous year.

The Group operates a progressive dividend policy based on momentum prospects as well as earnings in any particular year. Total dividend for the year is covered 2.8 times compared to 2.9 times in the previous year.

The final dividend will be paid on or after Friday 19 July 2002 to Stockholders who are registered as holding ordinary stock at the close of business in Friday 21 June 2002.

The Annual Report and Accounts and the Notice of the Annual General Court of Proprietors will be posted to Stockholders on Wednesday 12 June 2002 and the Annual General Court will be held on Wednesday 10 July 2002.

# GROUP PROFIT AND LOSS ACCOUNT FOR THE YEAR ENDED 31 MARCH 2002

|   |       | 2002                           | 2001                            |
|---|-------|--------------------------------|---------------------------------|
|   | Notes | €m                             | (restated)<br>€m                |
| INTEREST RECEIVABLE   |       |                                |                                 |
| Interest receivable and similar income arising from debt securities Other interest receivable and similar income                                  | 6     | 436<br>3,637                   | 442<br>3,696                    |
| INTEREST PAYABLE  |       | 2,478                          | 2,715                           |
| NET INTEREST INCOME   |       | 1,595                          | 1,423                           |
| Fees and commissions receivable Fees and commissions payable Dealing profits Contribution from the life assurance business Other operating income |       | 999<br>(80)<br>65<br>152<br>74 | 850<br>(65)<br>101<br>164<br>64 |
| TOTAL OPERATING INCOME  |       | 2,805                          | 2,537                           |
| Administrative expenses Depreciation and amortisation   |       | 1,427<br>155                   | 1,257<br>130                    |
| OPERATING PROFIT BEFORE PROVISIONS  |       | 1,223                          | 1,150                           |
| Provision for bad and doubtful debts  |       | 102                            | 72                              |
| OPERATING PROFIT  |       | 1,121                          | 1,078                           |
| Income from associated undertakings and joint ventures  | ·     | 1                              | 7                               |
| PROFIT ON ORDINARY ACTIVITIES BEFORE EXCEPTIONAL ITEMS  |       | 1,122                          | 1,085                           |
| Group Transformation Programme  | 7     | (37)                           | (93)                            |
| PROFIT BEFORE TAXATION  |       | 1,085                          | 992                             |
| Taxation  | 8     | 165                            | 190                             |
| PROFIT AFTER TAXATION   |       | 920<br>======                  | 802                             |

# GROUP PROFIT AND LOSS ACCOUNT FOR THE YEAR ENDED 31 MARCH 2002

|  |       | 2002         | 2001             |
|--|-------|--------------|------------------|
|  | Notes | €m           | (restated)<br>€m |
| PROFIT AFTER TAXATION  |       | 920          | 802              |
| Deposit Interest Retention Tax   |       | -            | 35               |
| PROFIT FOR THE FINANCIAL YEAR  |       | 920          | 767              |
| Minority interests : equity : non equity Non-cumulative preference stock dividends |       | 2<br>6<br>17 | 3<br>7<br>26     |
| PROFIT ATTRIBUTABLE TO THE ORDINARY STOCKHOLDERS                                   | •     | 895          | 731              |
| Transfer to capital reserve<br>Ordinary dividends                                  | 9     | 73<br>333    | 101<br>290       |
| PROFIT RETAINED FOR THE YEAR   |       | 489          | 340              |
| Earnings per unit of €0.64 Ordinary Stock  | 10    | 89.0c        | 73.4c            |
| Alternative Earnings per unit of €0.64 Ordinary Stock                              | 10    | 93.4c        | 84.5c            |
| Diluted Earnings per unit of €0.64 Ordinary Stock                                  | 10    | 88.1c        | 72.7c            |

# GROUP BALANCE SHEET

# AT 31 MARCH 2002

|  |       | The G           | roup                        |
|--|-------|-----------------|-----------------------------|
|  |       | 2002            | 2001                        |
|  |       |                 | (restated)                  |
| ASSETS   | Notes | €m              | €m                          |
| ASSETS   |       |                 |                             |
| Cash and balances at central banks                       |       | 569             | 256                         |
| Items in the course of collection from other banks       |       | 554             | 708                         |
| Central government and other eligible bills              |       | 79              | 76                          |
| Loans and advances to banks                              |       | 8,385           | 8,115                       |
| Loans and advances to customers                          | 11    | 56,577          | 51,147                      |
| Securitisation and loan transfers                        |       | 1,106           | 1,414                       |
| Less: non returnable amounts                             |       | 964             | 1,273                       |
|  |       | 142             | 141                         |
| Debt securities  |       | 10,885          | 8,529                       |
| Equity shares  |       | 19              | 144                         |
| Own shares   |       | 27              | 29                          |
| Interests in associated undertakings                     |       | 16              | 14                          |
| Interests in joint ventures                              |       | 4               | 9                           |
| Intangible fixed assets                                  |       | 271             | 227                         |
| Tangible fixed assets                                    |       | 1,234           | 1,150                       |
| Other assets   |       | 2,317           | 2,727                       |
| Prepayments and accrued income                           |       | 591             | 616                         |
|  |       | 01.670          | 72.000                      |
| T10  |       | 81,670          | 73,888                      |
| Life assurance assets attributable to policyholders      |       | 5,655           | 4,987                       |
|  |       | 97 225          | 70 075                      |
| •  |       | 87,325<br>===== | 78,875<br>=== <del>==</del> |
| LIABILITIES  |       |                 |                             |
|  |       |                 |                             |
| Deposits by banks  |       | 12,583          | 11,664                      |
| Customer accounts  | 13    | 51,111          | 45,630                      |
| Debt securities in issue                                 |       | 6,374           | 5,016                       |
| Items in the course of transmission to other banks       |       | 152             | 178                         |
| Other liabilities  |       | 3,633           | 3,936                       |
| Accruals and deferred income                             |       | 672             | 770                         |
| Provisions for liabilities and charges                   |       |                 |                             |
| - deferred taxation                                      |       | 89              | 72                          |
| - other  |       | 159             | 196                         |
| Subordinated liabilities                                 |       | 2,524           | 2,510                       |
| Minority interests                                       |       |                 |                             |
| - equity   |       | 91              | 5                           |
| - non equity   |       | 82              | 81                          |
| Called up capital stock                                  | 14    | 679             | 691                         |
| Stock premium account                                    | 15    | 773             | 726                         |
| Capital reserve  | 15    | 397             | 311                         |
| Profit and loss account                                  | 15    | 2,143           | 1,850                       |
| Revaluation reserve                                      | 15    | 208             | 252                         |
| Stockholders' funds including non equity interests       |       | 4,200           | 3,830                       |
| Stockholders Tunds including non equity interests        |       | 4,200           | 3,030                       |
| Life assurance liabilities attributable to policyholders |       | 5,655           | 4,987                       |
|  |       | - ,             |                             |
|  |       | 87,325          | 78,875                      |
|  |       | ======          |                             |

### NOTE OF HISTORICAL COST PROFIT AND LOSS

There is no significant difference between the results as disclosed in the profit and loss account and the results on an unmodified historical cost basis.

|   |        | The G<br>2002              | roup 2001 (restated) |
|---|--------|----------------------------|----------------------|
| RECONCILIATION OF MOVEMENT IN STOCKHOLDERS' FUNDS   | Notes  | €m                         | €m                   |
| At 1 April Prior year adjustments   | 3      | 3,830                      | 3,279<br>26          |
|   |        | 3,830                      | 3,305                |
| Profit attributable to the ordinary stockholders Dividends                                    | 9      | 895<br>(333)               | 731<br>(290)         |
| Other recognised gains New capital stock subscribed Preference stock buyback                  | -      | 4,392<br>21<br>48<br>(261) | 3,746<br>33<br>51    |
| At 31 March   |        | 4,200                      | 3,830                |
| Stockholders' funds:  |        | =====                      |                      |
| Equity<br>Non equity  |        | 4,132<br>68                | 3,618<br>212         |
|   |        | 4,200                      | 3,830                |
|   | N. Ass | The G<br>2002              | 2001<br>(restated)   |
| STATEMENT OF TOTAL RECOGNISED GAINS AND LOSSES  | Notes  | €m                         | €m                   |
| Profit attributable to the ordinary stockholders Exchange adjustments Revaluation of property |        | 895<br>23                  | 731<br>(52)<br>85    |
| Tax effect of disposal of revalued property   |        | (2)                        |                      |
| Total recognised gains for the year Prior year adjustments                                    | 3      | 916<br>32                  | 764<br>-             |
| Total recognised gains since last annual report   |        | 948<br>== <b>==</b> =      | 764<br>=======       |

# GROUP CASHFLOW STATEMENT

# FOR THE YEAR ENDED 31 MARCH 2002

|  | The Group |            |  |
|--|-----------|------------|--|
|  | 2002      | 2001       |  |
|  |           | (restated) |  |
|  | €m        | €m         |  |
| Net cash flow from operating activities        | 3,783     | 2,069      |  |
| Dividend received from associated undertaking  | 10        | 8          |  |
| Returns on investment and servicing of finance | (183)     | (189)      |  |
| Taxation                                       | (153)     | (142)      |  |
| Deposit Interest Retention Tax                 | · · · · · | (39)       |  |
| Capital expenditure and financial investment   | (2,427)   | (1,127)    |  |
| Acquisitions and disposals                     | (244)     | (228)      |  |
| Equity dividends paid                          | (271)     | (210)      |  |
| Financing                                      | (253)     | 660        |  |
|  |           |            |  |
| Increase in cash in the year                   | 262       | 802        |  |
|  |           | =====      |  |

#### NOTES TO THE FINANCIAL STATEMENTS

#### 1 BASIS OF ACCOUNTING AND ACCOUNTING POLICIES

The accounting policies as set out on pages 51 to 53 in the Report and Accounts for the year ended 31 March 2001 are unchanged with the following exceptions.

The Group has adopted the transitional arrangements for FRS 17, "Post Retirement Benefits". FRS 18 "Accounting Policies", FRS 19 "Deferred Tax" and UITF 33 "Obligations in Capital Instruments" were adopted during the year. The adoption of FRS 18 did not result in any changes being made to the Group's accounting policies. The effect of FRS 19 and UITF 33 are set out in Note 3.

#### 2 RATES OF EXCHANGE

The principal rates of exchange used in the preparation of the accounts are as follows:

|        | 31 March 2002 |         |        | 31 March 2001 |         |        |
|--------|---------------|---------|--------|---------------|---------|--------|
|        | Closing       | Average | Hedge  | Closing       | Average | Hedge  |
| €/US\$ | 0.8724        | 0.8804  | -      | 0.8832        | 0.9053  | 0.9962 |
| €/Stg£ | 0.6130        | 0.6145  | 0.6487 | 0.6192        | 0.6145  | 0.6145 |

#### 3 PRIOR YEAR ADJUSTMENTS

#### A) FRS 19: DEFERRED TAX

The Group has adopted FRS 19: "Deferred Tax", which was effective for accounting periods ending on or after 23 January 2002. Previously, deferred tax was provided only on assets and liabilities where it was expected that the tax would crystallise in the foreseeable future. Now, under FRS 19, deferred tax is recognised on all timing differences.

As a consequence of adopting FRS 19, the previous year's financial statements have been restated leading to a decrease in deferred taxation of  $\epsilon$ 32m (US\$28m\*) at 31 March 2001. Tax on profit on ordinary activities for the year ended 31 March 2001 has decreased by  $\epsilon$ 6m (US\$5m\*) to  $\epsilon$ 190m (US\$166m\*), resulting in an increase in profit after tax and profit attributable to ordinary stockholders of the same amount.

The result of the change in policy for the year ended 31 March 2002 is to increase the tax on profit on ordinary activities by €3m (US\$3m\*), resulting in a decrease in profit after tax and profit attributable to ordinary stockholders of the same amount.

#### B) UITF 33: OBLIGATIONS IN CAPITAL INSTRUMENTS

The Group adopted UITF 33 which was effective for accounting periods ending on or after 23 March 2002. Previously the 7.4% guaranteed step-up callable preferred securities issued by BOI UK Holdings plc were treated as "Outside Interest – non equity" under FRS4 "Capital Instruments" and included as part of our overall capital with the interest costs being treated as a distribution and included as an after tax cost. The interest cost of €44m (US\$38m\*), (2001: €3m) (US\$3m\*) is now included as part of interest payable in the profit and loss account and the outstanding balance is included in subordinated liabilities in the balance sheet.

### NOTES TO THE FINANCIAL STATEMENTS

#### 4 SEGMENTAL ANALYSIS

The segmental analysis of the Group's results and financial position is set out below by geographic segment and by business class. For the geographic analysis Republic of Ireland includes profits generated in the International Financial Services Centre. Turnover is defined as interest income and non interest income. Turnover by business class is not shown. The Group has six business classes. The analysis of results by business class is based on management accounts information. Net assets are included below in order to comply with SSAP 25. The segmental allocation of liabilities necessitates the allocation of capital on a risk related basis which is in some cases necessarily subjective. The basis of capital allocation to segments is based on an economic capital basis which incorporates a broader range of business risks. The Directors believe that it is more meaningful to analyse total assets and the result of this analysis is therefore also included in the tables.

Following a reorganisation announced in January 2002, Corporate & Treasury has become Wholesale Financial Services which now excludes Banking GB and Northern Ireland and includes Private Banking. Asset and Wealth Management now excludes Private Banking. Bristol & West has become UK. Financial Services and now includes Banking GB and Northern Ireland. The analysis for 2001 has been restated accordingly.

The geographic segments have been changed and the analysis for 2001 has been restated accordingly.

The adoption of UITF 33 as described in Note 3 has been reflected in the segmental analysis below.

| (a) Geographical Segment                                     | 2002                         |                         |                        |                 |  |
|--|------------------------------|-------------------------|------------------------|-----------------|--|
|  | Republic of<br>Ireland<br>€m | United<br>Kingdom<br>€m | Rest of<br>World<br>€m | Total<br>€m     |  |
| Turnover   | 2,765                        | 2,470<br>=====          | 128                    | 5,363<br>====== |  |
| Profit before exceptional item                               | 878<br>=====                 | 268<br>======           | 32<br>======           | 1,178           |  |
| Group Transformation Programme<br>Grossing up <sup>(1)</sup> |                              |                         |                        | (37)<br>(56)    |  |
| Profit before taxation                                       |                              |                         |                        | 1,085           |  |
| Net assets   | 2,418<br>=====               | 1,618                   | 164<br>======          | 4,200           |  |
| Total assets (2)   | 63,357                       | 42,819<br>======        | 2,185                  | 108,361         |  |
|  |                              | 2001<br>(restated       |                        |                 |  |
|  | Republic of<br>Ireland<br>€m | United<br>Kingdom<br>€m | Rest of<br>World<br>€m | Total<br>€m     |  |
| Turnover   | 2,501                        | 2,639<br>======         | 177                    | 5,317           |  |
| Profit on ordinary activities before exceptional item        | 813                          | 282                     | 36                     | 1,131           |  |
| Group Transformation Programme<br>Grossing up <sup>(1)</sup> |                              | =====                   |                        | (93)<br>(46)    |  |
| Profit before taxation                                       |                              |                         |                        | 992             |  |
| Net assets   | 2,274<br>======              | 1,404                   | 152                    | 3,830           |  |
| Total assets (2)   | 57,039<br>======             | 37,739<br>=====         | 2,304<br>=====         | 97,082<br>===== |  |

### NOTES TO THE FINANCIAL STATEMENTS

### 4 SEGMENTAL ANALYSIS (continued)

|   |  |                                       |  | 2002                              |   |                               |                       |
|---|--|---------------------------------------|--|-----------------------------------|---|-------------------------------|-----------------------|
| (b) Business Class  | Retail<br>Republic<br>of Ireland<br>Em | BOI<br>Life<br>Em                     | Wholesale<br>Financial<br>Services<br>€m | UK<br>Financial<br>Services<br>€m | Asset and<br>Wealth<br>Management<br>€m | Group<br>and<br>Central<br>€m | Total<br>€m           |
| Net interest income<br>Other income <sup>(3)</sup>  | 787<br>228                             | 122                                   | 306<br>317                               | 554<br>284                        | 4<br>224                                | (20)<br>56                    | 1,631<br>1,231        |
| Total operating income<br>Administrative expenses<br>Provision for bad and doubtful debts | 1,015<br>646<br>48                     | 122                                   | 623<br>243<br>25                         | 838<br>490<br>30                  | 228<br>102                              | 36<br>101<br>(1)              | 2,862<br>1,582<br>102 |
| Profit before exceptional item  | 321                                    | 122                                   | 355                                      | 318                               | 126                                     | (64)                          | 1,178                 |
| Group Transformation Programme<br>Grossing up <sup>(1)</sup>                              |  | alah paga pan pan hali hali mah halib | and the second                           |                                   |   |                               | (37)<br>(56)          |
| Profit before taxation  |  |                                       |  |                                   |   |                               | 1,085                 |
| Net assets  | 865<br>======                          | 82                                    | 570                                      | 1,609                             | 123                                     | 951                           | 4,200                 |
| Total assets (2)  | 23,427                                 | 6,028                                 | 43,538                                   | 33,338                            | 930                                     | 5,767                         | 113,028               |
|   |  | <u></u>                               | (  | 2001<br>restated)                 | I                                       |                               |                       |
|   | Retail<br>Republic of<br>Ireland<br>€m | BOI<br>Life<br>€m                     | Wholesale<br>Financial<br>Services<br>€m | UK<br>Financial<br>Services<br>€m | Asset and<br>Wealth<br>Management<br>€m | Group and<br>Central<br>€m    | Total<br>€m           |
| Net interest income<br>Other income <sup>(3)</sup>  | 704<br>206                             | 131                                   | 216<br>299                               | 532<br>247                        | 7<br>220                                | 28                            | 1,459<br>1,131        |
| Total operating income<br>Administrative expenses<br>Provision for bad and doubtful debts | 910<br>586<br>34                       | 131                                   | 515<br>215<br>17                         | 779<br>434<br>21                  | 227<br>94                               | 28<br>58                      | 2,590<br>1,387<br>72  |
| Profit before exceptional item  | 290                                    | 131                                   | 283                                      | 324                               | 133                                     | (30)                          | 1,131                 |
| Group Transformation Programme<br>Grossing up <sup>(1)</sup>                              | =====                                  | ======                                | =====                                    | <del></del>                       |   |                               | (93)<br>(46)          |
| Profit before taxation  |  |                                       |  |                                   |   |                               | 992                   |
|   |  |                                       |  |                                   |   |                               |                       |
| Net assets  | 733                                    | 71                                    | 451                                      | 1,385                             | 117                                     | 1,073                         | 3,830                 |

<sup>(1)</sup> The Group undertakes tax based transactions at rates which are less than normal market rates in return for tax relief arising from incentives for industrial development and other reliefs. To assist in making valid comparison of pre-tax performance, the analysis of business unit performance is grossed up.

(3) Other income includes income from associates.

<sup>(2)</sup> Total assets include intra-group items of £21,036m (US\$18,352m\*) (2001: £18,207m) (US\$15,884m\*) in geographic segments and £25,703m (US\$22,423\*) (2001: £21,098m) (US\$18,406m\*) in business class.

### NOTES TO THE FINANCIAL STATEMENTS

#### 5 ACQUISITION

MX Financial Holdings Limited

On 31 July 2001, the acquisition of MX Financial Holdings Limited (formerly Willis National Holdings Limited), the parent company of MX Moneyextra Financial Solutions Limited (formerly Willis National Limited), was completed for a cash consideration of Stg£41.4m (€67.4m) (US\$58.8m\*) including incidental costs. The results of this business have been consolidated in full from the date of acquisition. On the 1 October MX Moneyextra Financial Solutions Limited acquired the business and trade of Moneyextra Limited. The assets acquired were employed within the business of Moneyextra Financial Solutions Limited and managed on a unified basis. It is therefore not feasible to identify and report separately the results of the acquired business from 31 July 2001.

As analysed below the acquisition gave rise to goodwill on consolidation of Stg£33.3m (€54.2m) (US\$47.3m\*) which has been capitalised and will be written off to the profit and loss account over its estimated useful life of 20 years.

There were no fair value adjustments to the consolidated balance sheet of Willis National Holdings Limited at 31 July 2001 which was as follows:

|                             | Stg£m | €m    |
|-----------------------------|-------|-------|
| Loans and advances to banks | 8.8   | 14.3  |
| Other assets                | 3.3   | 5.4   |
| Other liabilities           | (4.0) | (6.5) |
| Net assets acquired         | 8.1   | 13.2  |
| Goodwill                    | 33.3  | 54.2  |
|                             |       |       |
|                             | 41.4  | 67.4  |
|                             | ===== | ====  |
| Consideration               | 40.0  | 65.1  |
| Costs of acquisition        | 1.4   | 2.3   |
|                             | ****  |       |
|                             | 41.4  | 67.4  |
|                             |       |       |

The consolidated profit after tax for Willis National Holdings Limited for the period from 1 January to 31 July 2001 was Stg£0.7m (Year ended 31 December 2000: Stg£0.7m).

| 6 | OTHER INTEREST RECEIVABLE AND SIMILAR INCOME | 2002<br>€m | 2001<br>€m |
|---|--|------------|------------|
|   | The Group                                    |            |            |
|   | Loans and advances to banks                  | 314        | 345        |
|   | Loans and advances to customers              | 3,105      | 3,134      |
|   | Finance leasing                              | 138        | 140        |
|   | Instalment credit                            | 80         | 77         |
|   |  | *          |            |
|   |  | 3,637      | 3,696      |

#### 7 GROUP TRANSFORMATION PROGRAMME

The Group's cost reduction programme is continuing and a charge of &37m (US\$32m\*) before tax (&30m (US\$26m\*) after tax) has been recognised in the year to 31 March 2002 for additional severance and implementation costs for the ongoing transformation projects.

## NOTES TO THE FINANCIAL STATEMENTS

### 8 TAXATION

| The Group   | 2002             | 2001<br>(restated) |
|---|------------------|--------------------|
| Current Tax   | €m               | €m                 |
| Irish Corporation tax Current year Prior years Double taxation relief | 129<br>-<br>(20) | 95<br>(4)<br>(24)  |
| Foreign tax Current year Prior years                                  | 50<br>(9)        | 88                 |
| Deferred Tax  | 150              | 155                |
| Origination and reversal of timing differences                        | 14               | 34                 |
| Associated undertakings and joint ventures -                          | 165<br>=====     | 190                |

The tax charge for the year, at an effective rate of 15.2% is lower than the standard Irish Corporation tax rate mainly because of relief arising from tax based lending and the International Financial Services Centre 10% tax rate.

|   | 2002 | 2001       |
|---|------|------------|
|   |      | (restated) |
|   | €m   | €m         |
| The deferred taxation charge arises from: |      |            |
| Leased assets                             | 12   | 25         |
| Own assets                                | (4)  | 6          |
| Short term timing differences             | 6    | 3          |
|   |      |            |
|   | 14   | 34         |
|   |      | ======     |

The reconciliation of current tax on profit on ordinary activities at the standard Irish Corporation tax rate to the Group's actual current tax charge for the years ended 31 March 2002 and 2001 is shown as follows:

|   | 2002  | 2001<br>(restated) |
|---|-------|--------------------|
|   | €m    | €m                 |
| Profit on ordinary activities before tax multiplied by the weighted |       |                    |
| Standard rate of Corporate tax in Ireland of 19% (2001: 23%)        | 206   | 228                |
| Effects of:   |       |                    |
| Expenses not deductible for tax purposes                            | 7     | 7                  |
| Foreign earnings subject to different rates of tax                  | 22    | 13                 |
| Tax exempted income and income at a reduced Irish tax rate          | (62)  | (55)               |
| Capital allowances in excess of depreciation                        | (8)   | (31)               |
| Other deferred tax timing differences                               | (6)   | (3)                |
| Other prior year adjustments  | (9)   | (4)                |
|   |       |                    |
| Current tax charge  | 150   | 155                |
|   | ===== | ======             |

# BANK OF IRELAND NOTES TO THE FINANCIAL STATEMENTS

### DIVIDENDS

|   | 2002<br>€m | 2001<br>€m |
|---|------------|------------|
| The Bank  | Cin        | Cili       |
| Equity Stock:   |            |            |
| 2002<br>On units of €0.64 Ordinary Stock in issue<br>Interim dividend 11.6c<br>Proposed final dividend 21.4c  | 117<br>216 |            |
| 2001<br>On units of €0.64 Ordinary Stock in issue<br>Interim dividend 9.4c<br>Final dividend 19.6c  |            | 94<br>196  |
|   | 333        | 290        |
| Non Equity Stock:   | 2002<br>€m | 2001<br>€m |
| 2002 On units of €1.27 of Non-Cumulative Preference Stock, Dividend €1.5237 On units of Stg£1 of Non-Cumulative Preference Stock, Dividend Stg£1.2625 | 10         |            |
| 2001 On units of IR£1 of Non-Cumulative Preference Stock, Dividend IR1.2p On units of Stg£1 of Non-Cumulative Preference Stock, Dividend Stg£1.2625   |            | 16<br>10   |
|   | 17         | 26         |

### NOTES TO THE FINANCIAL STATEMENTS

#### 10 EARNINGS PER UNIT OF €0.64 ORDINARY STOCK

The calculation of basic earnings per unit of  $\epsilon$ 0.64 Ordinary Stock is based on the profit attributable to Ordinary Stockholders divided by the weighted average Ordinary Stock in issue.

| tockholders divided by the weighted average Ordinary Stock in issue.                    | 2002                | 2001<br>(restated) |
|---|---------------------|--------------------|
| Basic   | €m                  | €m                 |
| Profit attributable to Ordinary Stockholders Weighted average number of shares in issue | €894.5m<br>1,005.6m | €731.3m<br>996.8m  |
| Basic earnings per share  | 89.0c               | 73.4c              |
|   |                     |                    |

The calculation of alternative earnings per unit of 0.64 Ordinary Stock is based on the profit attributable to Ordinary Stockholders before the Group Transformation Programme, the DIRT settlement for 2001 and goodwill amortisation divided by the weighted average Ordinary Stock in issue.

|                                | 2002  | 2001<br>(restated) |
|--------------------------------|-------|--------------------|
| Alternative                    | €m    | €m                 |
| Basic                          | 89.0c | 73.4c              |
| Group Transformation Programme | 3.0c  | 7.2c               |
| DIRT settlement                | · -   | 3.2c               |
| Goodwill amortisation          | 1.4c  | 0.7c               |
|                                |       |                    |
| Alternative earnings per share | 93.4c | 84.5c              |
|                                |       |                    |

The diluted earnings per share is based on the profit attributable to Ordinary Stockholders divided by the weighted average Ordinary Stock in issue adjusted for the effect of all dilutive potential Ordinary Stock.

|  | 2002             | 2001             |
|--|------------------|------------------|
| Diluted  | €m               | (restated)<br>€m |
| Profit attributable to Ordinary Stockholders   | €894.5m          | €731.3m          |
| Average number of shares in issue<br>Effect of all dilutive potential Ordinary Stock | 1,005.6m<br>9.6m | 996.8m<br>8.9m   |
| ·  | 1,015.2m         | 1,005.7m         |
| •  | ======           | =====            |
| Diluted earnings per share   | 88.1c            | 72.7c            |

### NOTES TO THE FINANCIAL STATEMENTS

| 11 | LOANS AND ADVANCES TO CUSTOMERS                             | The Gr     | oup        |
|----|---|------------|------------|
|    |   | 2002<br>€m | 2001<br>€m |
|    | Loans and advances to customers                             |            |            |
|    | Loans and advances to customers                             | 53,559     | 48,187     |
|    | Loans and advances to customers - finance leases            | 2,450      | 2,471      |
|    | Hire purchase receivables                                   | 1,068      | 919        |
|    |   | 57,077     | 51,577     |
|    | Provisions for bad and doubtful debts                       | (500)      | (430)      |
|    |   | 56,577     | 51,147     |
|    | Repayable on demand   | 2,304      | 2,234      |
|    | Other loans and advances to customers by remaining maturity | 7          | ,          |
|    | - 3 months or less  | 2,340      | 2,454      |
|    | - 1 year or less but over 3 months                          | 4,522      | 3,206      |
|    | - 5 years or less but over 1 year                           | 12,309     | 11,297     |
|    | - over 5 years  | 35,602     | 32,386     |
|    |   | 57,077     | 51,577     |
|    | ,   | ======     | *****      |

The loans accounted for on a non-accrual basis at 31 March amounted to  $\in$ 331m (US\$289m\*) (2001:  $\in$ 315m) (US\$275m\*).

#### 12 PROVISIONS FOR BAD AND DOUBTFUL DEBTS

|   | The Group |       |  |
|---|-----------|-------|--|
|   | 2002      | 2001  |  |
|   | €m        | €m    |  |
| At 1 April  | 430       | 398   |  |
| Exchange adjustments                                    | 4         | (8)   |  |
| Charge against profits                                  | 102       | 72    |  |
| Amounts written off                                     | (55)      | (49)  |  |
| Recoveries  | 19        | 17    |  |
|   |           |       |  |
| At 31 March   | 500       | 430   |  |
|   | ======    | ===== |  |
| All of which relates to loans and advances to customers |           |       |  |
| D 11 (21)4 1  |           |       |  |
| Provisions at 31 March                                  | 150       | 100   |  |
| - specific  | 159       | 123   |  |
| - general   | 341       | 307   |  |
|   |           |       |  |
|   | 500       | 430   |  |
|   | ======    |       |  |

The Group's general provision, which provides for the latent loan losses in the portfolio of loans and advances, comprises an element relating to grade profiles of  $\in$ 167m (US\$146m\*) (2001:  $\in$ 160m) (US\$140m\*) and a non designated element, for prudential purposes of  $\in$ 174m (US\$152m\*) (2001:  $\in$ 147m) (US\$128m\*). The non designated element will be offset, in certain pre-defined circumstances, against specific loan losses as they crystallise in future years.

# NOTES TO THE FINANCIAL STATEMENTS

| 13 | CUSTOMER | ACCOUNTS |
|----|----------|----------|
|    |          |          |

| 2002<br>€m  | 2001<br>€m                       |
|---|----------------------------------|
| Current accounts8,924Demand deposits22,854Term deposits and other products18,638Other short-term borrowings695  | 7,499<br>16,924<br>20,754<br>453 |
| <sup>3</sup> 51,111   | 45,630                           |
| Repayable on demand 31,767 Other deposits with agreed maturity dates or periods of notice, by remaining maturity  | 24,842                           |
| - 3 months or less 12,477 - 1 year or less but over 3 months 3,331 - 5 years or less but over 1 year 2,549 - over 5 years 987   | 12,457<br>4,699<br>2,900<br>732  |
| 51,111  | 45,630                           |
| 14 CAPITAL STOCK  | 2001                             |
| The Bank 2002<br>€m   | 2001<br>€m                       |
| Authorised  |                                  |
| 1,500m units of €0.64 of Ordinary Stock  8m units of Non-Cumulative Preference Stock of US\$25 each  100m units of Non-Cumulative Preference Stock of Stg£1 each  100m units of Non-Cumulative Preference Stock of €1.27 each  1,479  1,479 | 960<br>226<br>162<br>127<br>     |
| Allotted and fully paid   |                                  |
| Equity 1,007.6m units of €0.64 of Ordinary Stock 42.6m units of €0.64 of Treasury Stock Non equity  645 27  | 641<br>29                        |
| 1.9m units of Non-Cumulative Preference Stock of Stg£1 each 3.0m units of Non-Cumulative Preference Stock of €1.27 each 4   | 8 13                             |
| 679<br>=====  | 691                              |

The weighted average Ordinary Stock in issue at 31 March 2002, used in the earnings per unit of Ordinary Stock calculation, excludes the Treasury Stock which does not represent Ordinary Stock in issue (see note 10). 42,557,815 units of Treasury Stock remained as at 31 March 2002. This Treasury Stock does not rank for dividend.

15

## NOTES TO THE FINANCIAL STATEMENTS

| RESERVES  | The Group €m |
|---|--------------|
| Stock premium account                           |              |
| Opening balance                                 | 726          |
| Premium on issue of capital stock               | 7            |
| Premium on stock alternative scheme issue       | 39           |
| Exchange adjustments                            | . 1          |
| Closing balance                                 | 773          |
| Closing balance                                 |              |
| Capital reserve                                 |              |
| Opening balance                                 | 311          |
| Transfer from revenue reserves                  | 73           |
| Capital redemption reserve fund (1)             | 14           |
| Transfer to revenue reserve                     | (1)          |
|   |              |
| Closing balance                                 | 397          |
| Profit and loss account                         |              |
| Opening balance                                 | 1,818        |
| Prior year adjustments                          | 32           |
|   | 1,850        |
|   | ,            |
| Profit retained                                 | 489          |
| Exchange adjustments                            | 21           |
| Transfer to capital reserves                    | (14)         |
| Preference Stock Buyback                        | (247)        |
| Transfer from revaluation reserve               | 45           |
| Tax effect of disposal of revalued property     | (2)          |
| Transfer from capital reserve                   | 1            |
| Closing balance                                 | 2,143        |
| oldoning duranted                               | 2,7.5        |
| Revaluation reserve                             |              |
| Opening balance                                 | 252          |
| Exchange adjustments                            | 1            |
| Transfer to revenue reserve on sale of property | (45)         |
| Closing balance                                 | 208          |
|   | =====        |

(1) As the Preference Stock which was purchased was cancelled, an amount equal to the nominal value of the shares purchased was transferred to a capital redemption reserve fund.

### NOTES TO THE FINANCIAL STATEMENTS

#### 16 CONTINGENT LIABILITIES AND COMMITMENTS

The tables below give, for the Group and Bank, the contract amounts and risk weighted amounts of contingent liabilities and commitments. The maximum exposure to credit loss under contingent liabilities and commitments is the contract amount of the instrument in the event of non-performance by the other party where all counter claims, collateral or security proved worthless. The risk weighted amounts have been calculated in accordance with the Central Bank of Ireland's guidelines implementing the Basel agreement on capital adequacy (i).

|   | 31 Mar                          | ch 2002                          | 31 Mar                          | ch 2001                          |
|---|---------------------------------|----------------------------------|---------------------------------|----------------------------------|
| The Group - Contingent Liabilities  | Net<br>Contract<br>Amount<br>€m | Risk<br>Weighted<br>Amount<br>€m | Net<br>Contract<br>Amount<br>€m | Risk<br>Weighted<br>Amount<br>Em |
| Acceptances and endorsements Guarantees and assets pledged as collateral security - Assets pledged  | 86                              | 76<br>-                          | 105                             | 98                               |
| - Guarantees and irrevocable letters of credit  | 1,029                           | 944                              | 946                             | 825                              |
| Other contingent liabilities  | 496                             | 244                              | 528                             | 259                              |
| <b>.</b>  | 1,611                           | 1,264                            | 1,579                           | 1,182                            |
| The Group - Commitments   |                                 |                                  |                                 |                                  |
| Sale and option to resell transactions Other commitments  | ·<br>-                          | •                                | -                               | -                                |
| <ul> <li>Documentary credits and short-term trade-related transactions</li> <li>Forward asset purchases, forward deposits placed and forward sale</li> </ul>  | 30                              | 10                               | 51                              | 15                               |
| <ul> <li>and repurchase agreements</li> <li>Undrawn note issuance and revolving underwriting facilities</li> <li>Undrawn formal standby facilities, credit lines and other commitments to lend</li> </ul> | 636                             | -                                | 458                             | -                                |
| - irrevocable with original maturity of over 1 year<br>- revocable or irrevocable with original maturity of 1 year or less (ii)   | 4,487<br>11,161                 | 2,238                            | 3,227<br>12,065                 | 1,490                            |
|   | 16,314                          | 2,248                            | 15,801                          | 1,505                            |

#### Notes:

- (i) Under the Basel agreement, a credit conversion factor is applied to the contract amount to obtain the credit equivalent amount, which is then risk weighted according to counterparty.
- (ii) Undrawn loan commitments which are unconditionally cancellable at any time or which have a maturity of less than one year have a risk weighting of zero.

# NOTES TO THE FINANCIAL STATEMENTS

### 17 GROUP FINANCIAL INFORMATION FOR US INVESTORS

### Summary of Significant Differences between Irish and US Accounting Principles

| Consolidated Net Income  |              |                    |
|--|--------------|--------------------|
|  | 2002         | 2001<br>(restated) |
|  | €m           | €m                 |
| Net income under Irish GAAP (Group profit attributable to ordinary stockholders as originally                              |              |                    |
| presented)   | 895          | 725                |
| Prior year adjustment  | -            | 6                  |
| Net income under Irish GAAP as restated  | 895          | 731                |
| Depreciation   | (3)          | (4)                |
| Software development costs   | 6            | 8                  |
| Goodwill   | (33)         | (35)               |
| Pension costs Long term assurance policies   | (58)<br>(78) | (92)               |
| Long-term assurance policies Group Transformation Programme  | (21)         | (82)<br>55         |
| Leasing  | (7)          | -                  |
| Other  | (19)         | -                  |
| Deferred tax effect on these adjustments   | 58           | 7                  |
| Derivatives (FAS 133) transition adjustment  | 4            | -                  |
| Derivatives (FAS 133) adjustment   | (77)         | -                  |
| Net income under US GAAP   | 667          | 689                |
|  |              |                    |
| Earnings per unit of €0.64 Ordinary Stock under US GAAP  |              |                    |
| - basic  | 66.3c        | 69.1c              |
| - diluted  | 65.7c        | 68.5c              |
|  | ======       | ======             |
| Consolidated Total Stockholders' Funds   |              |                    |
|  | 2002         | 2001               |
|  | €m           | (restated)<br>€m   |
|  |              |                    |
| Total stockholders' funds including non equity interests under Irish GAAP as originally presented<br>Prior year adjustment | 4,200        | 3,798<br>32        |
| rnor year adjustment   |              | 32                 |
| Total stockholders' funds including non equity interest as restated  | 4,200        | 3,830              |
| Property less related depreciation   | (349)        | (346)              |
| Software development costs   | (9)          | (15)               |
| Goodwill   | 460          | 489                |
| Debt securities - available for sale   | 38           | 28                 |
| Pension costs  Long-term assurance policies  | 101<br>(370) | 159<br>(287)       |
| Dividends  | 216          | 196                |
| Leasing  | (7)          | - 170              |
| Other  | (19)         | 22                 |
| Group Transformation Programme   | 34           | . 55               |
| Deferred taxation on these adjustments   | 58           | 10                 |
| Derivatives (FAS 133) adjustment   | (73)         | -                  |
| Consolidated stockholders' funds including non equity interests under US GAAP  | 4,280        | 4,141              |
|  | ======       |                    |

# NOTES TO THE FINANCIAL STATEMENTS

### 17 GROUP FINANCIAL INFORMATION FOR US INVESTORS (continued)

### Summary of Significant Differences between Irish and US Accounting Principles

| Consolidated Total Assets   |             |            |
|---|-------------|------------|
|   | 2002        | 2001       |
|   |             | (restated) |
|   | €m          | €m         |
| Total assets under Irish GAAP   | 87,325      | 78,875     |
| Property less related depreciation  | (349)       | (346)      |
| Goodwill  | 499         | 528        |
| Software development costs  | (9)         | (15)       |
| Debt securities - available for sale  | 38          | 28         |
| Pension costs   | 106         | 164        |
| Acceptances   | 86          | 105        |
| Long-term assurance policies  | (370)       | (287)      |
| Other   | (79)        | (57)       |
| Securitised assets  | 836         | 1,088      |
| Derivatives (FAS 133) adjustment  | 692         | -          |
| Total assets under US GAAP  | 88,775      | 80,083     |
|   | <del></del> | ======     |
| Consolidated Total Liabilities and Stockholders' Funds                                    |             |            |
|   | 2002        | 2001       |
|   |             | (restated) |
|   | €m          | €m         |
| Total liabilities and stockholders' funds including non equity interests under Irish GAAP | 87,325      | 78,875     |
| Stockholders' funds (US GAAP adjustment)  | 80          | 311        |
| Dividends   | (216)       | (196)      |
| Borrowings related to securitised assets  | 836         | 1,088      |
| Acceptances   | 86          | 105        |
| Other   | 7           | (12)       |
| Leasing   | 7           | -          |
| Group Transformation Programme  | (34)        | (55)       |
| Deferred taxation on these adjustments  | (81)        | (33)       |
| Derivatives (FAS 133) adjustment  | 765         | -          |
| Total liabilities and stockholders' funds including non equity interests under US GAAP    | 88,775      | 80,083     |
|   | =====       | =====      |

### AVERAGE BALANCE SHEET AND INTEREST RATES

The following tables show the average balances and interest rates of interest earning assets and interest bearing liabilities for each of the years ended 31 March, 2002 and 2001. The calculations of average balances are based on daily, weekly or monthly averages, depending on the reporting unit. The average balances used are considered to be representative of the operations of the Group.

|   | Year Ended 31-3-2002 |          |      | Year Ended<br>31-3-2001 |          |      |
|---|----------------------|----------|------|-------------------------|----------|------|
|   | Average<br>Balance   | Interest | Rate | Average<br>Balance      | Interest | Rate |
|   | €m                   | €m       | %    | €m                      | €m       | %    |
| ASSETS                                      |                      |          | 4    |                         |          |      |
| Loans to banks                              |                      |          | •    |                         |          |      |
| Domestic offices                            | 6,064                | 270      | 4.5  | 5,584                   | 292      | 5.2  |
| Foreign offices                             | 1,230                | 44       | 3.6  | 1,153                   | 57       | 5.0  |
| Loans to customers(1)                       |                      |          |      |                         |          |      |
| Domestic offices                            | 23,313               | 1,433    | 6.1  | 19,672                  | 1,317    | 6.7  |
| Foreign offices                             | 28,420               | 1,672    | 5.9  | 26,069                  | 1,802    | 6.9  |
| Central government and other eligible bills |                      |          |      |                         |          |      |
| Domestic offices                            | 19                   | -        | 0.4  | 40                      | 1        | 3.3  |
| Foreign offices                             | -                    | -        | -    | 212                     | 12       | 5.4  |
| Debt Securities                             |                      |          |      |                         |          |      |
| Domestic offices                            | 8,206                | 373      | 4.5  | 6,275                   | 383      | 6.1  |
| Foreign offices                             | 1,216                | 63       | 5.2  | 994                     | 59       | 5.9  |
| Instalment credit                           |                      |          |      |                         |          |      |
| Domestic offices                            | 420                  | 31       | 7.4  | 346                     | 26       | 7.5  |
| Foreign offices                             | 574                  | 49       | 8.5  | 540                     | 51       | 9.4  |
| Finance lease receivables                   |                      |          |      |                         |          |      |
| Domestic offices                            | 2,429                | 136      | 5.6  | 2,389                   | 137      | 5.7  |
| Foreign offices                             | 41                   | 2        | 3.9  | 33                      | - 1      | 4.0  |
| Total interest-earning assets               |                      |          |      |                         |          |      |
| Domestic offices                            | 40,451               | 2,243    | 5.5  | 34,306                  | 2,156    | 6.3  |
| Foreign offices                             | 31,481               | 1,830    | 5.8  | 29,001                  | 1,982    | 6.8  |
|   | 71,932               | 4,073    | 5.7  | 63,307                  | 4,138    | 6.5  |
| Allowance for loan losses                   | (442)                | ,        |      | (415)                   | ,        |      |
| Non interest earning assets (2)             | 11,655               |          |      | 11,024                  |          |      |
| Total Assets                                | 83,145               | 4,073    | 4.9  | 73,916                  | 4,138    | 5.6  |
| A VIII) ANDULO                              | =====                | =====    | ==== | =====                   | =====    | ==== |
| Percentage of assets applicable to foreign  |                      |          |      |                         |          |      |
| activities                                  | 39.30%               |          |      | 40.49%                  |          |      |

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### AVERAGE BALANCE SHEET AND INTEREST RATES (continued)

|  | 31-3-2002 <sup>-</sup> |                         |             | 31-3-2001               |                |                             |
|--|------------------------|-------------------------|-------------|-------------------------|----------------|-----------------------------|
|  |                        |                         |             | (restated)              |                |                             |
|  | Average                |                         |             | Average                 |                |                             |
|  | Balance                | Interest                | Rate        | Balance                 | Interest       | Rate                        |
|  | €m                     | €m                      | %           | €m                      | €m             | %                           |
|  |                        |                         |             |                         |                |                             |
| LIABILITIES AND STOCKHOLDERS'              |                        |                         |             |                         |                |                             |
| EQUITY                                     |                        |                         |             |                         |                |                             |
| Deposits by banks                          | 10 211                 | 400                     | 4.2         | 10.640                  | 607            | <i>-</i> 7                  |
| Domestic offices                           | 10,311<br>1,225        | 438                     | 4.2         | 10,640<br>1,491         | 607            | 5.7<br>5.7                  |
| Foreign offices                            | 1,223                  | 52                      | 4.2         | 1,491                   | 85             | 3.7                         |
| Customer accounts                          |                        |                         |             |                         |                |                             |
| Demand deposits Domestic offices           | 11,617                 | 283                     | 2.4         | 8,231                   | 203            | 2.5                         |
|  | 9,692                  | 392                     | 4.0         | 8,014                   | 435 .          | 5.4                         |
| Foreign offices<br>Term deposits           | 9,092                  | 392                     | 4.0         | 0,014                   | 433 (          | 3.4                         |
| Domestic offices                           | 5,532                  | 167                     | 3.0         | 6,522                   | 196            | 3.0                         |
| Foreign offices                            | 12,101                 | 587                     | 3.0<br>4.9  | 12,042                  | 704            | 5.8                         |
|  | 12,101                 | 367                     | 4.9         | 12,042                  | 704            | 5.0                         |
| Other deposits  Domestic offices           | 1,637                  | 96                      | 5.9         | 614                     | 44             | 7.2                         |
| Foreign offices                            | 32                     | 2                       | 5.9         | 41                      | 3              | 6.2                         |
| Interest bearing current accounts          | 32                     | 2                       | 5.0         | 41                      | 3              | 0.2                         |
| Domestic offices                           | 643                    | 13                      | 2.0         | 488                     | 14             | 2.9                         |
| Foreign offices                            | 1,604                  | 50                      | 3.1         | 1,360                   | 49             | 3.6                         |
| Debt securities in issue                   | 1,004                  | 30                      | 3.1         | 1,500                   | 49             | 3.0                         |
| Domestic offices                           | 2,972                  | 131                     | 4.4         | 1,633                   | 102            | 6.2                         |
| Foreign offices                            | 2,315                  | 113                     | 4.9         | 2,022                   | 126            | 6.2                         |
| Subordinated liabilities                   | 2,213                  | 113                     | 4.7         | 2,022                   | 120            | 0.2                         |
| Domestic offices                           | 1,589                  | 81                      | 5.1         | 1,479                   | 111            | 7.5                         |
| Foreign offices                            | 894                    | 73                      | 8.2         | 426                     | 36             | 8.5                         |
| Total interest bearing liabilities         | 374                    | 13                      | 0.2         | 720                     | 30             | 0.5                         |
| Domestic offices                           | 34,301                 | 1,209                   | 3.5         | 29,607                  | 1,277          | 4.3                         |
| Foreign offices                            | 27,863                 | 1,269                   | 4.6         | 25,396                  | 1,438          | 5.7                         |
| i dicigli diffees                          | 27,603                 | 1,209                   | 7.0         | 23,370                  | 1,430          | <i></i>                     |
|  | 62,164                 | 2,478                   | 4.0         | 55,003                  | 2,715          | 4.9                         |
| •  |                        |                         |             |                         |                |                             |
| Non interest bearing liabilities           | •                      |                         |             |                         |                |                             |
| Current accounts                           | 5,785                  |                         |             | 4,655                   |                |                             |
|  | 11.150                 |                         |             |                         |                |                             |
| Other non interest bearing liabilities (2) | 11,153                 |                         |             | 10,646                  |                |                             |
| Stockholders equity including non equity   | 4,043                  |                         |             | 3,612                   |                |                             |
| interests                                  |                        |                         |             |                         |                |                             |
| Total liabilities and stockholders' equity | 83.145                 | 2,478                   | 3.0         | 73,916                  | 2,715          | 3.7                         |
| i otal naumities and stockholders equity   | =====                  | 2,470<br>=== <b>=</b> = | J.U<br>==== | 73,910<br>=== <b>==</b> | 2,/1J<br>===== | <i>3.7</i><br>== <b>=</b> = |
| Percentage of liabilities applicable to    |                        |                         |             |                         |                |                             |
| foreign activities                         | 39.30%                 |                         |             | 40.49%                  |                |                             |
|  |                        |                         |             |                         |                |                             |

Year Ended

Year Ended

<sup>(1)</sup> Loans to customers include non-accrual loans and loans classified as problem loans.

<sup>(2)</sup> In accordance with Financial Reporting Standard 2, the balance sheets of the life assurance companies have been consolidated and are reflected under "Non Interest Earning Assets" and "Non Interest Bearing Liabilities".

| OKOUI IKOITI AND LOOS ACCOUNT FOR THE TEAK                          | ENDED 31 MI | INCII 200            |                      |
|---|-------------|----------------------|----------------------|
| (EURO, US\$ & STG£)   |             |                      |                      |
| INTEREST RECEIVABLE   | €m          | US\$m <sup>(1)</sup> | Stg£m <sup>(1)</sup> |
| Interest receivable and similar income arising from debt securities | 436         | 380                  | 267                  |
| Other interest receivable and similar income                        | 3,637       | 3,173                | 2,230                |
| INTEREST PAYABLE  | 2,478       | 2,162                | 1,519                |
| NET INTEREST INCOME   | 1,595       | 1,391                | 978                  |
| Fees and commissions receivable                                     | 999         | 871                  | 612                  |
| Fees and commissions payable  | (80)        | (70)                 | (49)                 |
| Dealing profits Contribution from life assurance companies          | 65<br>152   | 57<br>133            | 40<br>93             |
| Other operating income  | 74          | 65                   | 45                   |
| TOTAL OPERATING INCOME  | 2,805       | 2,447                | 1,719                |
| Administrative expenses   | 1,427       | 1,245                | 874                  |
| Depreciation and amortisation                                       | 155         | 135                  | 95                   |
| OPERATING PROFIT BEFORE   |             |                      |                      |
| PROVISIONS  | 1,223       | 1,067                | 750                  |
| Provision for bad and doubtful debts                                | 102         | 89                   | 63                   |
| OPERATING PROFIT  | 1,121       | 978                  | 687                  |
| Income from associated undertakings and joint ventures              | 1           | 1                    | 1                    |
| PROFIT ON ORDINARY ACTIVITIES BEFORE                                |             |                      |                      |
| EXCEPTIONAL ITEMS   | 1,122       | 979                  | 688                  |
| Group Transformation Programme                                      | (37)        | (32)                 | (23)                 |
| PROFIT BEFORE TAXATION  | 1,085       | 947                  | 665                  |
| Taxation  | 165<br>     | 144                  | 101                  |
| PROFIT FOR THE FINANCIAL YEAR                                       | 920         | 803                  | 564                  |
| Minority interests : equity   | 2           | 2                    | 1                    |
| : non equity  | 6           | 5                    | 4                    |
| Non-cumulative preference stock dividends                           | 17<br>      | 15                   | .10                  |
| PROFIT ATTRIBUTABLE TO THE ORDINARY STOCKHOLDERS                    | 895         | 781                  | 549                  |
| Transfer to capital reserve   | 73          | 64                   | 45                   |
| Ordinary dividends  | 333         | 290                  | 204                  |
| PROFIT RETAINED FOR THE YEAR  | 489         | 427                  | 300                  |
| Earnings per unit of €0.64 Ordinary Stock                           | 89.0c       | 77.6c                | 54.6c                |
|   |             |                      |                      |

(1) Converted at closing exchange rates.

| BANK OF IRELAND     |                  |
|---------------------|------------------|
| GROUP BALANCE SHEET | AT 31 MARCH 2002 |

| (EURO, US\$ & STG£)                                      | €m      | US\$m <sup>(1)</sup> | Stg£m <sup>(1)</sup> |
|--|---------|----------------------|----------------------|
| ASSETS   | €m      | OS\$m.               | Sigim                |
| Cash and balances at central banks                       | 569     | 496                  | 349                  |
| Items in the course of collection                        | 554     | 483                  | 340                  |
| Central government and other eligible bills              | 79      | 69                   | 48                   |
| Loans and advances to banks                              | 8,385   | 7,315                | 5,140                |
| Loans and advances to customers                          | 56,719  | 49,482               | 34,769               |
| Debt securities  | 10,885  | 9,496                | 6,673                |
| Equity shares  | 19      | 17                   | 12                   |
| Own shares   | 27      | 24                   | 17                   |
| Interests in associated undertakings                     | 16      | 14                   | 10                   |
| Interests in Joint Ventures                              | 4       | 3                    | 2                    |
| Intangible fixed assets                                  | 271     | 236                  | 166                  |
| Tangible fixed assets                                    | 1,234   | 1,077                | 756                  |
| Other assets   | 2,317   | 2,021                | 1,420                |
| Prepayments and accrued income                           | 591<br> | 516                  | 362                  |
|  | 81,670  | 71,249               | 50,064               |
| Life assurance assets attributable to policyholders      | 5,655   | 4,933                | 3,466                |
|  | 87,325  | 76,182               | 53,530               |
| LIABILITIES  |         |                      |                      |
| Deposits by banks  | 12,583  | 10,978               | 7,713                |
| Customer accounts  | 51,111  | 44,589               | 31,331               |
| Debt securities in issue                                 | 6,374   | 5,561                | 3,907                |
| Items in the course of transmission                      | 152     | 133                  | 93                   |
| Other liabilities  | 3,633   | 3,169                | 2,227                |
| Accruals and deferred income                             | 672     | 586                  | 412                  |
| Provisions for liabilities and charges                   |         |                      |                      |
| - deferred taxation                                      | 89      | 78                   | 55                   |
| - other  | 159     | 139                  | 98                   |
| Subordinated liabilities                                 | 2,524   | 2,202                | 1,547                |
| Minority interests - equity                              | 91      | 79                   | 56                   |
| Minority interests - non equity                          | 82      | 72                   | 50                   |
| Called up capital stock                                  | 679     | 592                  | 416                  |
| Stock premium account                                    | 773     | 674                  | 474                  |
| Capital reserve  | 397     | 346                  | 243                  |
| Profit and loss account                                  | 2,143   | 1,870                | 1,314                |
| Revaluation reserve                                      | 208     | 181                  | 128                  |
| Stockholders' funds including non equity interests       | 4,200   | 3,663                | 2,575                |
| Life assurance liabilities attributable to policyholders | 5,655   | 4,933                | 3,466                |
|  | 87,325  | 76,182               | 53,530               |
|  |         | <b>====</b>          | ======               |

<sup>(1)</sup> Converted at closing exchange rates.

### **SIGNATURES**

Pursuant to the requirements of the Securities Exchange Act of 1934, the registrant has duly caused this report to be signed on its behalf by the undersigned, thereunto duly authorised.

The Governor and Company of the Bank of Ireland

T.H. Forsyth

**Group Secretary** 

Date: 16 May 2002

Page 42 of 42

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